

Brock End RTM Company Ltd

15 Windsor Road, Swindon SN3 1JP

T: Office 0843 88 600 88 Direct 01793 230498

13 April 2015

Mainstay
Whittington Hall
Whittington Road
Worcester
WR5 2ZX

Dear Sirs,

Re: Brock End, Swindon

I am writing further to my letter of 7 March 2015 (copy attached) in respect of the Right To Manage for 1-6 Newport House and 1-6 Croft House, Brock End, Swindon that will commence on 1 May 2015.

I am disappointed to note that no response has been received from your company and I would remind you that under the ARMA code of conduct that Mainstay should deal expeditiously with all enquires. Furthermore it should ensure, where there is a change of managing agent, that all pertinent information is handed over with the minimum of delay to the new agent.

As previously advised, The Right To Manage will by default, terminate any contractual arrangements that Mainstay may have regarding these two blocks. I set out the position regarding handover in my letter of 7 March 2015 and in the absence of any response I have assumed that none of the existing contractors wish to quote and the suggestions regarding items 10 and 11 are accepted.

I request that you respond without further delay to points 2, 5, and 8 of the letter of 7 March 2015. If for any reason you are unable to do this by return please send me written details of your complaints procedure.

Yours faithfully

John R Morris FCMA CGMA AIRPM
Company Secretary